PROCEDURE FOR HANDLING RETURN MERCHANDISE

PARTS RETURNED FOR WARRANTY CONSIDERATION

Use Form F-1313 for parts including defective new parts returned for WARRANTY CONSIDERATION. Follow instructions on form. Be sure to include all information requested. Do not write to right of heavy black line. If rubber stamp is used for name and address, stamp each sheet individually. See sample completed F-1313 in this bulletin. If part or accessory returned for warranty consideration was sold out of your parts or accessory stock, add date of sale.

Parts must be returned within 90 days of date replaced.

New warranty tag FT-11 is available for your convenience to record warranty information and attach to individual parts and identify them. See sample completed Tag FT-11 in this bulletin.

We reserve the right to repair and return assemblies sent back under warranty if we find it is economical to make repairs.

PARTS RETURNED FOR CREDIT OR EXCHANGE (NON-WARRANTY)

Use Form F-1314 for Good, Unused, Undamaged New Parts, returned for CREDIT or EXCHANGE. Follow instructions on form. Be sure to include all information requested. If rubber stamp is used for name and address, stamp each sheet individually. See sample completed F-1314 in this bulletin. New parts sent in for credit or exchange do not require a tag.

Before returning any new, unused, undamaged parts, PERMISSION must be obtained from the Parts and Accessory Department. Invoice number of original shipment on which returned items were purchased must appear on form. If you fail to give us the invoice number, then parts will be classified as overstock in which case we will give you credit less 25 percent (see Item 3 below).

New, unused and undamaged merchandise returned for credit will fall into one of three categories listed below.

1. All items returned for credit, within 45 days of our shipping date, will be credited to your account in full.

2. All items returned for credit, after 45 days of our shipping date, but less than 180 days will be credited to your account less 10 percent for handling.

3. All items returned for credit after 180 days of our shipping date will be classified as overstock, in which case we will credit your account less 25 percent for handling and inspection.

All merchandise returned must be in first class condition so that it can be put back in our stock room. Items that are not in first class condition will be returned to you.

Items that have become obsolete after our shipping date will be returned to you.
If you need immediate replacement of parts returned for exchange, we suggest that you order the parts in the regular manner and ask for credit on the items returned. This will save time.

PARTS RETURNED FOR REPAIR

The Harley-Davidson Motor Co. offers a limited repair service on parts listed below if you are not equipped to do the work in your shop, or cannot have it done at some nearby Harley-Davidson dealer who can handle the job.

<table>
<thead>
<tr>
<th>PART</th>
<th>SERVICE AVAILABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frames</td>
<td>Straighten</td>
</tr>
<tr>
<td>Rear Forks</td>
<td>Straighten</td>
</tr>
<tr>
<td>Front forks and Brackets</td>
<td>Straighten and Rebush</td>
</tr>
<tr>
<td>Cylinder heads</td>
<td>Valve seat inserts</td>
</tr>
<tr>
<td>Crankcase side (bare)</td>
<td>Match new crankcase side</td>
</tr>
</tbody>
</table>

We do not repair tanks, fenders, chain guards, sidecar bodies, etc., or do repair painting.

Use Form F-1314 for all parts returned to the factory for REPAIRS. Be sure to fill out your return form giving complete information including repair instructions. If rubber stamp is used for name and address, stamp each sheet individually. Also tag each part with new REPAIR Tag FT-8A filled out completely. See sample completed Tag FT-8A in this bulletin.

Parts found beyond economical repair will be scrapped and not returned or duplicated with new parts unless such disposition is given in your original instructions on Form F-1314.

HOW TO SHIP PARTS

KEEP LAST SHEET OF F-1313 OR F-1314 FOR YOUR RECORDS. When requesting information regarding returned merchandise, always refer to the dealer reference number in upper right hand corner of the return form and advise date of shipment.

ENCLOSE ALL BUT LAST SHEET of forms in envelope (Form F-E2) in package with parts.

On parcel post shipments only, mark the outside of your shipping carton (First Class mail enclosed) and add first class postage to the regular parcel post shipping charges.

Transportation charges on all merchandise returned to the factory must be prepaid and insured as we are not responsible for packages lost in transit. Clean dirt and grease from parts and pack all shipments carefully to avoid loss or damage.

We will prepaid transportation on all warranty parts returned to you.

HOW TO ORDER RETURN FORMS

Order return forms and tags on the enclosed post card or write direct to Desk K-1. When writing please specify quantity desired, F-number and description of form. Forms and tags are free.
### F-1313—WARRANTY CLAIM FORM

**DEALER NAME:** John Doe Harley-Davidson Sales  
**STREET ADDRESS:** 10000 Blank St.  
**CITY:** Jerome  
**STATE:** Wisconsin  
**FIRM NAME:** Harley-Davidson Motor Co.  
**FACTORY ORDER NO.:**  
**DATE ENTERED:**  

**PART NO.** | **DESCRIPTION OF DEFECT** | **QUANTITY** | **DATE** | **MILEAGE** | **ENGINE NO.** | **CHARGES** |
---|---|---|---|---|---|---|
30851-61 | Armature - Shorted. We replaced no charge | 1 | 2/1/64 | 2385 | 64FLH 1000 | X |
62507-56A | Oil Tank - Leaks at point marked. We replaced no charge | 1 | 2/4/64 | 1568 | 64XLH 1399 | X |
54502-56A | Rear Shock Absorber - Leaks. We installed new one no charge | 1 | 2/7/64 | 2985 | 64FLH 1908 | X |

### F-1314—NEW PARTS CREDITOR EXCHANGE AND SERVICE REPAIR (OTHER THAN WARRANTY)

**DEALER NAME:** John Doe Harley-Davidson Sales  
**STREET ADDRESS:** 10000 Blank St.  
**CITY:** Jerome  
**STATE:** Wisconsin  
**FIRM NAME:** Harley-Davidson Motor Co.  
**FACTORY ORDER NO.:**  
**DATE ENTERED:**  

**QUANTITY** | **PART NO.** | **DESCRIPTION OF DEFECT** | **REASON FOR RETURN** |
---|---|---|---|
1 | 47004-58A | Frame - Repair as needed. |  
1 | 16708-55A | Cylinder head - Install valve seat inserts. |  
2 | 22251-57 | Piston Std. - Wrong size ordered exchange for 22253-57. |  
1 | 37450-54 | Clutch gear - I ordered and was charged for 37449-56. Exchange for 37449-56. |  
1 | 45793-50 | Fork Side Complete - Ordered in error. Credit. |
WARRANTY PART RETURN TAG

From:
Firm Name John Doe Harley-Davidson Sales
Address 1000 Blank St.
City Jerome State Wisconsin

Engine Number
Mileage
Date Replaced

(Describe Defect Fully on Reverse Side)

DEFECT

Tank leaks at welded seam.

TRANSPORTATION CHARGES MUST BE PREPAID TO
HARLEY-DAVIDSON MOTOR CO., MILWAUKEE, WISCONSIN

REPAIR PART TAG

From:
Firm Name John Doe Harley-Davidson Sales
Address 1000 Blank Street
City Jerome State Wisconsin

Repair Order No.

(For Factory Use Only)

NOTICE

A separate repair tag must be used for each part
on all Service Repair Orders. Use Tag FT-11 for all
Warranty Claims. New parts or accessories sent in
for credit or exchange do not require a tag.

TRANSPORTATION CHARGES MUST BE PREPAID TO
HARLEY-DAVIDSON MOTOR CO., MILWAUKEE, WISCONSIN